



POSITION DESCRIPTION

Bus Driver

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve and serves as the home of the New Zealand Māori Arts and Crafts Institute (NZMACI). Operating under the NZ Māori Arts and Crafts Vesting Act 2020, Te Puia is an iwi-owned organisation with a mission to protect, promote, and perpetuate Māori culture.

While visitor-related activities generate much of its revenue, Te Puia is deeply rooted in its cultural legacies, striving to uplift and sustain the traditions of Māori arts and crafts.

Te Puia is committed to fostering a supportive and growth-focused workplace. Employees are encouraged to thrive professionally and personally, with an environment that prioritises well-being, proactive support, and meaningful recognition for contributions.

OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

TE PUIA VALUES

Mātauranga Māori - Taonga Tuku Iho - Manaakitanga - Whakanui

TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

Position Title:

Bus Driver

Department:

Visitor Experience

Reports to:

VE Operations/Frontline Manager

Direct Reports to Position:

Nil

Key Relationships (Internal):

Visitor Experience Team; Te Puia Senior Management Team; Fleet Manager

Key Relationships (External):

Manuhiri; iSite Staff and Management; Accommodation Providers, Contractors (Fleet Mechanics); Tour Coach Drivers

Purpose of the Position:

To deliver an exceptional shuttle service for Te Puia guests, ensuring safe, reliable, and professional transport to and from their accommodation for the Te Puia evening experience and other special functions.

Key Accountabilities:

Focus Area	Accountabilities
Safe & Professional Driving	<ul style="list-style-type: none">• Drive the company's vehicles in a safe, legal, and professional manner.• Observe and adhere to speed limits are observed within bus depots and bus stations.• Comply with regulations governing driving hours, rest periods, and the Working Time Directive.
Customer Service & Interaction	<ul style="list-style-type: none">• Deliver exceptional customer service throughout the journey.• Provide helpful information and address customer inquiries proactively.• Maintain a friendly, approachable, and professional demeanour towards customers and colleagues.• Assist passengers with additional needs, including children, vulnerable adults, the elderly, infirm, or disabled.
Vehicle Maintenance & Checks	<ul style="list-style-type: none">• Conduct thorough pre-service vehicle safety checks, including walk-around inspections.• Report any vehicle or equipment defects immediately to the appropriate personnel.• Maintain cleanliness and tidiness of the vehicle, ensuring it is presentable for service.• Keep the bus cab area safe, organised, and clutter-free.
Safety & Compliance	<ul style="list-style-type: none">• Follow all laws and company policies regarding mobile phone usage, smoking in vehicles, and prohibited equipment.• Report all safety incidents or accidents using the company's established procedures.• Stay fully informed of emergency protocols and evacuation plans to ensure passenger safety.
General Duties	<ul style="list-style-type: none">• Undertake additional responsibilities or duties as assigned by the GM Visitor Experience.

Key Role Outcomes:

- Passengers experience safe, reliable, and professional transportation, with strict adherence to driving standards, speed limits, and legal requirements.
- Exceptional customer service is delivered throughout the journey, with proactive communication and helpful information provided.
- Interactions with passengers are friendly, approachable, and professional, fostering trust and satisfaction.
- Support is effectively provided to passengers with specific needs, ensuring inclusivity and comfort.

- Vehicles are consistently safe, clean, and presentable, with pre-service safety checks conducted and issues promptly reported.
- The bus cab area is maintained in an organized and professional state.
- All safety protocols, legal regulations, and company policies are followed to ensure compliance and reduce risk.
- Safety incidents and accidents are promptly reported, and emergency preparedness is upheld to protect passengers.

Person Specifications:

- Full driver's license (with no demerit points).
- Coach Driver license and credentials to operate.
- Sound knowledge of the care of all vehicles/coaches including maintaining logbooks.
- General knowledge of traditional Māori culture within the tourism context.
- Basic knowledge in Te Reo Māori and the ability to greet all visitors in Māori with confidence; is proud to be Māori.
- The ability to speak to visitors at a level of understanding that is understandable from a manuhiri experience perspective but also from a uniquely Māori educational way, i.e., when using Māori words, explain the English meaning, or concept of it.
- Respects other ethnic cultures and values.
- Demonstrates good time management skills. Is punctual and highly productive.
- Engaged fully in health and safety, to drive a culture of zero serious harm and safety practices within your working environment.

Acknowledgement:

I confirm that I have read and understand the duties and responsibilities outlined for this role. I commit to performing my role in a manner that supports the success of Te Puia, contributes meaningfully to its growth and development, and upholds its core kaupapa, values, and objectives with integrity and dedication.

Name: _____

Signed: _____

Date: _____